

**Indiana Mental Health and Addiction Transformation Work Group
Consumer/Family Involvement Sub-Committee:**

In Planning and Development of Services, Consumers and Families Need:

1. Inclusion (from the beginning of the project, not as an afterthought)
2. Information about the purpose and goals
3. Training on how to participate
4. Supports, including compensation for costs incurred

1. Consumers and Families Need Inclusion:

- Identify and support cultural and linguistic needs (i.e. interpreters)
- Create a Policy on standards to include consumers and families as full partners by providing supports needed and identified by consumers and family members.
- Implement a Continuous Quality Improvement process to show the standards have been implemented
- Include individuals with lived experience in the design and implementation of culturally competent services as well as professional training programs for providers on Recovery and Resilience.
- Involve the state consumer and family organizations in recruiting and selecting who represents their voice in these tasks.
- Inclusion in every DMHA, state hospital and state contracted community provider policy and planning meeting
- Inclusion with a spirit of collaboration:
 1. well defined goals which consumers and families helped to define
 2. real progress towards goals, using strategic planning, in order to sustain involvement.
- All partners treated equally; i.e., whenever providers or other stakeholders are invited , consumers and families should be included
- No Tokenism – Enough individuals representing consumers and families that individuals feel free and safe to speak up in the group.
- Involve Consumers & Families at the beginning of the project in helping to develop a clearly defined purpose, mission or task of the group as well as clearly defined expectations, roles and responsibilities of the participants
- Involvement in the implementation of the meeting, program or presentation
- Involve consumers and families in developing the content of the agenda and other documents and setting the time and location for the meeting

2. Consumers and Families Need Information:

- Orientation to new members prior to the meeting at the meeting location
- Send the official invitation at least 30 days in advance, which will include:
 1. Objectives for the meeting
 2. Meeting agenda
 3. Documents to be reviewed
 4. Logistical information
- A formal feedback process (strategic planning) regarding progress on advisory groups' recommendations.

3. Consumers and Families Need Training:

- Involve the Consumer and family state organizations in recruiting and training consumer/family member representatives to make effective inputs at the planning venues, to ensure our inputs are effective and reflect the consensus interests of the consumers/family members.
- Involve the Consumer and family state organizations in identifying requirements for participation such as experience presenting, public speaking, advocacy, understanding of the system, personal experience within particular systems, etc.
- Involve the Consumer and family state organizations in recruiting and training to ensure that individuals have the appropriate skill set for their role in a particular meeting. (This may vary according to meeting type, i.e., governance board, committees, presentations, workshops, etc).

4. Consumers and Families Need Supports

Set protocol for appropriate support for costs incurred, including:

- stipends/honorariums for consumer and family participation; individuals should be compensated for their missed wages
- Ensure that dependent care is provided for mental health care givers
- transportation/mileage, hotel, meals per diem if travel is involved

Allow members to participate in meetings by conference call for members who are unable to attend in person. Arrange for a toll free multi line conference call for meetings.